EVV Provider Forum

October 2024

Delaware Division of Medicaid and Medical Services

Agenda

Welcome and Introductions

Project Updates

EVV Training

FFS Soft Edits

Q & A

Project Updates

- EVV Statistics as of September 2024
  - **1,111,227** visits submitted
  - 137 unique MCDIDs registered
  - 73 MCDIDs actively using system

Project Updates

- Due to on-going Cures Act activities, many providers have had changes in their MCDID (new MCDIDs assigned and old ones terminated in DMES).
  - New MCDIDs must be registered with Sandata.
  - MCDIDs terminated in DMES must also be closed in the Sandata system.
- To terminate an MCDID with Sandata, email decustomercare@sandata.com
  - Include "Delaware" and the Sandata assigned account (STX) number in the subject line.
  - Ask that the account associated with the terminated MCDID be closed.

Project Updates

- The State is holding 1:1 meetings with providers who continue to have challenges with registering and using the appropriate MCDID for services subject to EVV.
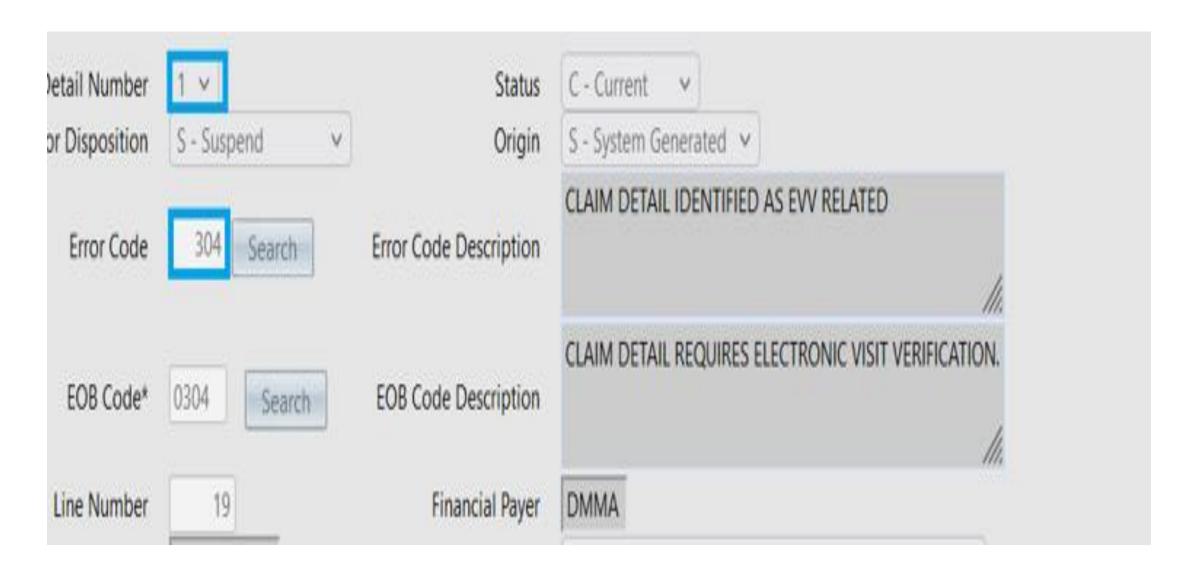 - You will be contacted directly to schedule this meeting.

EVV Training

- Many providers who are using alternative EVV systems have not completed aggregator training.

- All providers must complete training, even if you have experience using the system in another state.

  - Providers who are using Sandata as their EVV solution can access training at Sandata ZenDesk: Sandata ZenDesk.

  - Providers using an alternate EVV vendor need Aggregator Training available at Sandata Learn: DE Aggregator Training.

  - Training is available for Direct Service Workers using the Sandata solution at https://sandata.zendesk.com/hc/en-us/ (for those who have not yet registered) or https://sandata.zendesk.com/access/normal for existing users.

FFS Claims-Soft Edits

- The DMES FFS claims soft edit is currently in production.
- This means that the claim will **be paid, however if there is no visit associated with the claim, a message will be posted on the remittance advice.**

FFS Claims-Soft Edits

MCO Claims-Soft Edits

- Beginning in October 2024, DFH and ACDE will implement soft edits for claims subject to EVV.

- Messages will be posted on the RA when a claim cannot be matched to a corresponding visit. **No claims will be denied for a lack of matching with visit data.**

- HHO continues to use a post-payment review process.

EVV Soft Edits

- Hard claims edits for claims will be implemented in 2025. The State will notify providers once an implementation date is known.
    - Hard edit means if no corresponding EVV visit is found, the claim will be denied.
- Providers are encouraged to log into the aggregator to view the status of their visits.
- For visits that are not validated and for which exceptions are posted, providers should edit visit data as appropriate based on the exception reason.
- Analysis conducted by the State identified issues with matching.

EVV Claims
No Span Billing

- Providers should submit claims for EVV covered services with each date of service on a separate claim line.
    - For example, if a provider conducted EVV covered visits daily from Monday to Friday, services provided each day must appear on a separate claim line.
    - The five visits can be on the same claim, but each date of service must be on a separate line.
    - Providers may no longer bundle visits provided on multiple days onto a single claims line.

Span Billing Change to Daily Billing

The example below illustrates the change from Span Billing to Daily Billing

Individual received 2 hours of service a day (8 units) from 1/4/2023 to 1/8/2023.

SPAN BILLING			
DATE	CODE	Units	COST
1/4/2023 to 1/8/2023	T1019	40	$150.00

DAILY BILLING			
DATE	CODE	Units	COST
1/4/2023	T1019	8	$30.00
1/5/2023	T1019	8	$30.00
1/6/2023	T1019	8	$30.00
1/7/2023	T1019	8	$30.00
1/8/2023	T1019	8	$30.00

EVV Claims
Multiple Visits on Same Day

a. Multiple visits for the same service on the same date of service must be included on the same claim line.

- For example, the individual receives 1 hour (4 units) of service 3 x a day.

DAILY BILLING (Multiple Visits in Same Day)			
DATE	CODE	Units	COST
1/4/2023	T1019	12	$45.00

EVV Claims
Overnight Visits-New Guidance

Visits that span overnight do not need to be broken up into two separate visits. For example, the worker's shift is from 9:00 pm to 6:00 am. The shift should be reflected as one visit. **There is no change in this guidance.**

Visits that occur overnight and span two days should be claimed on one detail line for the *begin date of the service*. **This is new guidance!** Previously, providers were directed to split the claim onto two separate claim detail lines, one for each date of service. Example under new guidance: DSW arrives to provide T1019 Waiver Personal care at 9:00 pm and departs at 6:00 am. The claim would look as follows:

1/4/2021	T1019	36 units

Q&A/Wrap Up

Additional Questions and Information

- **Sandata Customer Service**:

  - Sandata users: 1.833.542.2603 or decustomercare@sandata.com (include DE EVV in subject line).

  - Alternate EVV system users: DEaltevv@sandata.com (include DE EVV in subject line).

Additional Questions and Information

- **DMMA**: DHSS_DMMA_EVV@delaware.gov

- **ACDE**: EVV_Provider_Notification@amerihealthcaritasde.com

- **DEFH**: EVVProviderCommunication@delawarefirsthealth.com

- **HHO**: EVVProviderCommunication@highmark.com

Additional Questions and Information

- Additional questions may be emailed to: DHSS_DMMA_EVV@delaware.gov
  - When emailing DMMA, please include the Sandata service ticket number(s)
- DMMA will periodically post new information on our EVV webpage: https://dhss.delaware.gov/dmma/info_stats.html

Cures Act Resources

- DMMA/DMAP FAQs and How to Guides

(Visit DMAP portal at https://medicaid.dhss.delaware.gov/provider, click *Manuals, Bulletins and Forms* link on the left, and clicking on the *Managed Care Only Providers MCOP* in the documents folder on the left)

- DMAP Provider Services Phone: 1-800-999-3371, option 0 then option 4

- Email: delawarepret@gainwelltechnologies.com

- CMS Final Rule -https://www.govinfo.gov/content/pkg/FR-2016-05-06/pdf/2016-09581.pdf

- CMS Medicaid Enrollment Compendium https://www.medicaid.gov/sites/default/files/2021-05/mpec-3222021.pdf

- Joint MCO FAQs (to be provided)

- Each MCO Provider Services and/or Provider Relations/Engagement team